Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

Service Definition Document

System: High Cost Drugs Management
Date: November 2025

Registered Address: Unit A5, Endeavour Business Park, Penner Road, Havant, PO9 1QN
Company No. 5334133, Registered in England & Wales
Directors: Gerard Kavanagh, Casey Kerton, Andrew McArdell

Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

Table of Contents

Service Description 3
Service Features and Benefits 3
Onboarding Customer Support 3
Support & Development 4
System Implementation Support 4
License Agreement 4
Datacentre Features & Benefits 5
Maintenance 6
Data Backup and Restore Levels 6
Disaster Recovery / Business Continuity Plans 7
Pricing 7

Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

Service Description

The High Cost Drugs Management System allows NHS Commissioners to manage the request for funding of high cost drugs by clinicians and the subsequent invoice validation submitted by Hospital Providers.

Service Features and Benefits

Service Features

- Take control of your Procedures Budget
- Collect NICE criteria led evidence directly from hospital provider clinicians
- Validate and challenge hospital provider invoices with ease
- Keep a complete audit trail of the process
- Customised reporting tools available

Service benefits

- Online submission by clinicians saves time
- Automated process to enable patients to be treated quickly
- Ensures use of HCDs are in line with NICE criteria
- Patient History displays all information in one place
- Provider invoices can be easily matched against approved requests
- Manage your High Cost Drugs budgets effectively

Onboarding Customer Support

The ordering process is managed by the Business Development Director:-

1. The Business Development Director establishes fundamental customer requirements and creates a proposal for sign off by the customer.
2. Support with the drafting of the License Agreement.
3. Support with the creation of Information Governance/Data Security documentation.

Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

Support & Development

Each Blueteq system is unique. From the start of the implementation process, the customer is encouraged to specify the system that they require to fit the process that they wish to follow.

Once the system has gone live, the customer can continue to develop the system in line with the service process as it changes. The Blueteq License agreement allows for changes to be made to the system without extra cost being incurred.

Support Availability

Telephone and email support is available between 9am and 5:30am Monday to Friday. A four hour response time is guaranteed.

Contact Methods

The Support team can be contacted using a unique email address or via the helpdesk telephone number.

System Implementation Support

1. A Project Lead will be assigned by Blueteq.
2. The Project Lead will organise a Workshop meeting to create a detailed specification and discuss any data import required. A system go live date will be agreed with the client.
3. System created and then tested against the specification.
4. Unlimited training provided as required.

License Agreement

The Blueteq License agreement covers the following: -

- Describes the service levels to be provided.
- The costs associated with providing the service.
- Blueteq's responsibilities as a data processor to the client data controller.

Please see the separate draft Terms and Conditions document.

Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

Datacentre Features & Benefits

Blueteq takes the issue of security, reliability and availability extremely seriously. Our datacentre is based on the south coast near our offices and helps us achieve the highest standards. All data is always stored within the UK.

Security

- 24x7 Security guard presence
- Centralized card access control system with dual factor biometric authentication
- Advanced video surveillance with at least 90 days of retention
- Mantraps eliminating tailgating into secure areas

Cooling

- State-of-the-art climate control systems
- N+1 mechanical system redundancy
- Temperature/humidity monitored
- Hot/cold aisle setup

Compliance

- SOC 1 Type II audited for colocation services
- PCI v3.2 certified for colocation services

Power

- Primary utility feed of 10.8 MW
- 6 UPS units with 500 kVA x 4 per pod
- UPS N+1 redundancy
- Cabinet power monitored via FDC

Emergency Preparedness

- Diesel generator with 48 hrs on site fuel supply
- Fire suppression system – Double interlocked pre-action dry pipe system.
- 24x7 Data Centre Operations (DCO) on-site staff

Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

- Generator power backup in the event of a power outage with N+1 redundancy
- Network Operations Centre (NOC) for disaster recovery requirements.
- Diesel fuel via 2 separate fuel suppliers, adequate fuel storage for minimum of 48 hours

Maintenance

Maintenance is normally carried out outside of normal business hours wherever possible unless an emergency update is required. If this arises, the customer will be notified well in advance of any outage.

Data Backup and Restore Levels

Daily

- The system is backed up incrementally once an hour during the day.
- The system is backed up fully every night.
- An offsite back up is taken each morning.

Monthly

A full back up is archived for 30 days.

6 Monthly

A full back up is archived for 6 months.

Test Restoration

Regular restoration of every database back-ups is undertaken to test in line with our Disaster Recovery Plan below.

Blueteq Ltd
Unit A5
Endeavour Business Park
Penner Road, Havant
PO9 1QN

info@blueteq.com

Disaster Recovery / Business Continuity Plans

Disaster Recover
Our disaster recovery plans are based on a virtual “server farm” methodology. If server hardware fails, we keep sufficient capacity in our other server farms to restore the lost server(s) within 60 minutes of the failure. All of our systems are monitored for availability every 2 minutes by an external third-party service.

We believe in preventative measures to avoid a potential disaster recovery situation. These are as follows:-

- Monitoring – all backups are monitored automatically, and reports are issued to the IT support team each night.
- Data Restoration – a cycle of database restoration is carried out and a log kept.

Pricing

Please see the High Cost Drugs Pricing Model Framework document.